

Annual Evaluation Summary 2007-2008

Number of Responses: 156

The responses came from those in the following roles on campus:

26% Support Staff
24% Professional Staff
21% Faculty, tenure-track
15% Faculty, temporary/part-time/adjunct
14% Administrator

Computer platform used by responders:

76% PC
23% Mac

Primary computer used by responders:

74% Desktop
23% Laptop

Awareness of free technology training offered by the IR Training staff here at Rowan:

93% Aware
8% Unaware

Training:

As for Technology Training development opportunities that were utilized by responders, the majority of people attended Instructor-led sessions (**66%**) and Training Resources (**53%**). CustomGuide Online Training was the next most utilized training service (**26%**) with Guest Instructor presentations next (**22%**).

(45%) of participants were Very Satisfied, **(36%)** were satisfied, while less than **(6%)** were unsatisfied with responders commenting on difficulty getting to training during the scheduled times or lacking the time to attend because of job responsibilities.

As far as training topics are concerned, the most popular include MS Office 2007 (Access, Excel, Outlook, PowerPoint, Word) (**59%**) and Banner (**48%**). A break-down of responses is noted below:

59% MS Office 2007
48% Banner
27% Blackboard CE/Web CT
20% Incorporating Technology into instruction/online instruction
12% Macintosh applications

11% Multimedia/Web development
9% MS Office 2003
8% Report writing/Discoverer Desktop

Other training survey participants participated in throughout the year besides services offered by the IR Training Staff include: MS Office 2007, Web Design, Multimedia (podcsting, video recording), Web2.0 (social networking, wikis, blogs, etc.), Google searches, and vendor specific training.

IR Online Training Center

(84%) of the responders noted that they are aware of the IR Online Training Center available at www.rowan.edu/irtraining **(16%)** noted they were unaware of the site. Comments included a lack of time to review the site or a need to utilize it, while some said they rely on Rowan Announcement e-mails for information on training opportunities.

The most frequently visited sections of the IR Online Training Center included: Available Classes **(80%)**, Training Resources **(71%)**, and Recommended Reading **(30%)**. Survey participants noted available classes is a useful section of the site because it allows them to plan ahead for their schedule, and training resources because it allows the user to getting important information when they need it without having to contact the trainers.

The main suggestion for improving the site was to redesign the navigation of the training resources to be more user-friendly. Suggestions were also made to categorize resources by skill level (beginner, intermediate, advanced) and computer platform (Mac, PC).

Instructional Methods:

The majority of participants in this survey listed Classroom Instruction as their most preferred way to learn **(59%)**. The remaining instructional methods ranged between **(49%)** and **(41%)**.

59% Classroom Instruction
49% Computer-Based Training
49% Online
44% Individual Instruction
44% Lab
42% Clinic
41% Demonstration

Future Planning:

The most requested technology topics for future training sessions include web design and more advanced functionality of MS Office 2007. Additional suggestions include MS Office 2008 (Mac) and Macintosh applications in general, Banner, Blackboard, iClickers and overall use of technology in the classroom, keeping up with technology trends, online course development and instruction, SPSS, report

writing, Captivate, iPods, database functionality (MS Access, Oracle), getting rid of junk mail, IP phones, InDesign, Quark Express, Linux, and operating faculty operated campus servers.

In addition to topic suggestions, participants provided a variety of ideas for improvement including:

- Offering a “live tech online” to provide the ability to get answers quickly.
- Exploring technology mediums such as Moodle, Flash, campus telephones, Wikis, texting and iTunes.
- Offering a more strategic schedule of live classes to minimize time conflicts such as making use of the open period, offering more sessions of the same class with varied times, and being cognizant of the MTW and TR faculty class schedule.
- Help link technology groups and departments (EIS, NSS, IT) on campus to provide cohesive communication.
- Make more visits to departments for training.
- Linking ISBN numbers on the recommended reading page to the specific book online for speed of purchase and providing online reading/references in addition to purchased books.
- Coordinate a yearly program focused on “keeping on top of the constant change in technology” that discusses the new products and major upgrades that have occurred throughout current year.
- Help to orient new employees to Rowan’s technology services